

Pictometry[®] for ArcGIS Desktop - Connect Guide

For ArcGIS Desktop Version 10

October 2013



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Printed in the United States of America

Documentation for extension versions 10.x.3.7

October 2013

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Introduction

Pictometry® for ArcGIS Desktop - Connect (the "Pictometry extension") integrates Pictometry Oblique imagery into ESRI's ArcGIS Desktop product. After you install the Pictometry extension, you'll use the Pictometry toolbar to set up the extension and to use its features. For example, you can click the "Pictometry Search image" tool and then click a point on your ArcGIS Desktop map. This causes the extension to open a Pictometry image for the location you clicked on the map.

System requirements

Before installing the extension, make sure the following requirements are met:

- ☐ Your system has a minimum of 256 MB of RAM.
- ☐ A user account for Pictometry Online (POL) has already been created for you. A POL user account includes a user name (an email address), plus a password.

Supported browsers

The Pictometry extension supports Microsoft Internet Explorer 7 and 8. Other browsers are not supported at this time.

Resolution and settings

Although we support a resolution of 800 x 600, we recommend that your screen's resolution be set to 1024 x 768 or higher. The toolbar may not show up correctly at a lower resolution. For the best view of images, set the display color to 24-bit or higher.

For best performance

For optimal performance while running your application with the Pictometry extension, we recommend you follow these guidelines:

- ☐ While your application is running, keep the number of open programs to a minimum. The more memory that's used by other programs, the less memory there is available for viewing your images.
- ☐ Make sure your computer has at least 256 MB of RAM, since memory helps performance.

Installing the Pictometry extension

This topic provides instructions for installing Pictometry for ArcGIS Desktop - Connect extension version 10.x.3.7 when using ArcGIS Desktop Version 10.

Before installing the extension

If you are using a previous version of the extension; or if you are using an older version of ArcGIS Desktop, follow these instructions before installing the most current Pictometry extension for ArcGIS Desktop Version 10.

Installing the Pictometry extension

Note: If you install a newer version of ArcGIS Desktop before uninstalling the older Pictometry extension, the older extension will not be completely uninstalled. (Registry entries will remain.) The Windows Add/Remove programs utility will not be able to remove the older extension. Applications that clean the Registry might remove the older extension's Registry entries. However, use caution whenever working with your Registry. Be sure to back up your computer before running any application that changes the Registry.

The presence of Registry entries from an older Pictometry extension does not affect the newer extension; it will install and function properly, even if the older extension was not completely uninstalled.

Perform these tasks in the order shown here:

- 1 Uninstall the current Pictometry extension (if one is installed).
- 2 Uninstall the older version of ArcGIS Desktop.
- 3 Install the latest version of ArcGIS Desktop 10.
- 4 Install the latest Pictometry extension for ArcGIS Desktop 10.

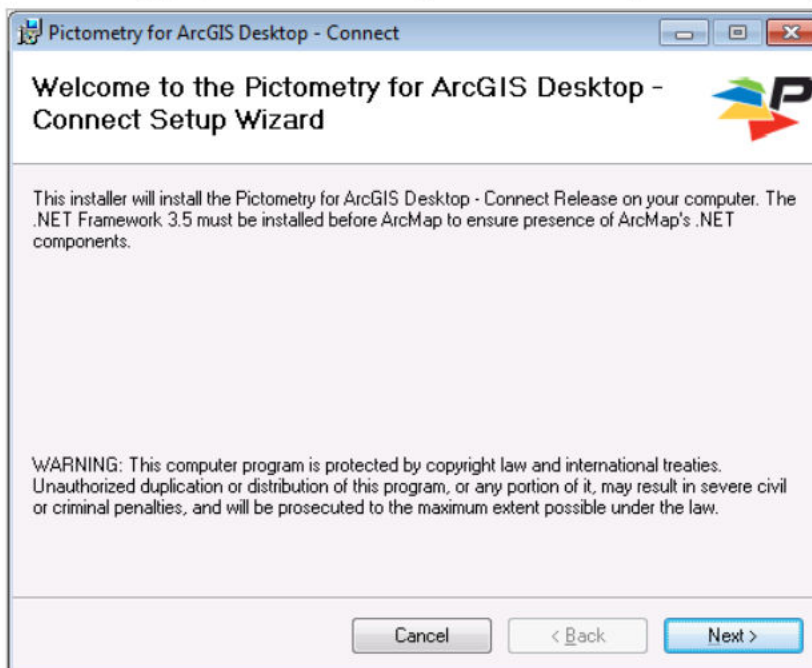
Procedure for installing the extension

The following installation procedure automatically enables the Pictometry extension, but the extension can be disabled at any time.

The setup wizard presents a series of screens. Throughout this process, follow screen directions as they appear, then click **Next** to move to the next installation screen.

To install the Pictometry extension:

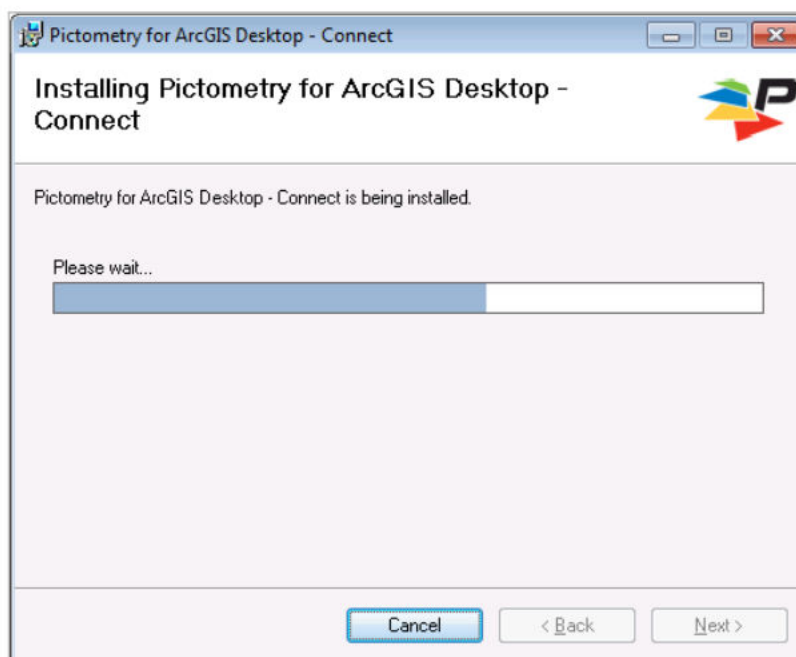
- 1 Run the setup program. The Pictometry for ArcGIS Desktop - Connect Setup Wizard opens.



- 2 Click **Next**. The License Agreement window opens.

Installing the Pictometry extension

3. After reading the terms and conditions, click **I Agree** and then click **Next** to accept the terms of the license agreement.
4. Proceed through the wizard until you see the Select Installation Folder window. Accept the default installation folder, or click **Browse** to select a different installation folder, then click **Next**.
5. On the Confirm Installation window, click **Next** to start the installation.
An installation window opens, and installation begins. A progress bar shows the status of the installation as the wizard is copying files. The setup program installs the product and registers its components with the operating system and with ArcGIS Desktop. During this phase an additional window may briefly appear. (This is a normal.)



When the wizard is done installing the application, the Installation Complete window opens.

6. Click **Close** to exit the setup program. The Pictometry extension is now installed.

Note: If you need to disable the Pictometry extension for any reason, it can be disabled in the same manner as other (ESRI) extensions.

The next time you start ArcGIS Desktop; the Pictometry toolbar appears and floats over the ArcGIS Desktop application. You can move the toolbar to a different part of the screen or you can dock it.

The Pictometry toolbar



Figure 1: The Pictometry toolbar.

To dock the toolbar:

- 1 With the mouse pointer, grab the left side of the toolbar and drag it to the toolbar area.
- 2 Release the mouse button. The toolbar snaps into place.

Note: If you wish to hide the Pictometry toolbar, you can do so in the same way as for other ArcGIS Desktop toolbars. (Right-click the toolbar and select it from the list.)

Toolbar buttons

The Pictometry toolbar contains the following tools and buttons.

Tool	Description
Pictometry Connect Settings	Opens the Pictometry for ArcGIS Desktop Settings dialog so you can change the extension's settings (such as units of measure).
Search Image Tool	Searches for images containing the geographic point you clicked in the ArcGIS Desktop data frame.
Pan Tool	Scrolls the image around in the Image Viewer window.
Distance Tool	Measures the distance between two points in an image or the cumulative distance along a series of straight-line segments.
Height Tool	Measures the height of a building or an object in an Oblique image, starting from the ground.
Area Tool	Calculates the area of any part of an image.
Elevation Tool	Gives the elevation above sea level of a location in an image.
Location Tool	Lets you view the coordinates of a location in an image or map. Updates the current location marker on your map.
Bearing Tool	Measures the bearing (the orientation from True North) of an angle you outline in the active image.
Extract Tool	Lets you select a portion of the image in the Image Viewer window and export it to a JPG file. The extracted image is saved to the file with the options you specified on the Pictometry for ArcGIS Desktop Settings dialog.
Save Orthogonal Image	Lets you save an ortho as a Geotiff file.

Opening the extension

Tool	Description
Add image to Map	Allows you to add a Pictometry Oblique image (PSI file) to the ArcGIS Desktop data frame and Table of Contents. (You can add up to 25 images.)
Identify Tool	Lets you identify all GIS layers within a region by drawing a rectangle around that region in the image.
Search an Address	Lets you search for an image that shows the street address you enter.
Clear Annotation	Removes all measurement annotations from the Image Viewer window.
Logout	Logs you out of the Pictometry for ArcGIS Desktop - Connect extension.
Feedback	Opens a feedback form. Use this form to provide feedback about the extension when you do not need a response or technical support. If you need technical support, please follow the normal customer support process so that we can handle your questions or problems as quickly as possible.
Help	Opens the Help system, which provides more information about the Pictometry extension's features.

Opening the extension

The Pictometry extension opens the "Image Viewer" window—for viewing Pictometry images in ArcGIS Desktop whenever you activate the Search Image Tool and click a point on the map.

Logging in

Before any images will appear, you'll need to log in to the extension with the credentials for your POL account. (See "System requirements" on page 1.)

The first time you open the Pictometry extension, a software license agreement opens. Click **I Accept** to agree to the license terms and open the Image Viewer window.

Figure 2: The Login page.

Opening the extension

To change your password:

- 1 Click **Change Password** (at the bottom of the window). The login page now displays fields for you to enter your current and new passwords.
- 2 Enter the email address you use to log in and your old password. Then enter a new password twice and click **Change**.

The Image Viewer window

The Image Viewer window opens the first time you open a Pictometry image and closes only when you explicitly close it. The Image Viewer window can be resized, moved, closed, docked, or undocked, just as with any other window in ArcGIS Desktop. The extension remembers the window's size and location for the duration of your ArcGIS Desktop session, even if you close it. The next time you open ArcGIS Desktop, the Image Viewer window will be located in the same position as your last session.

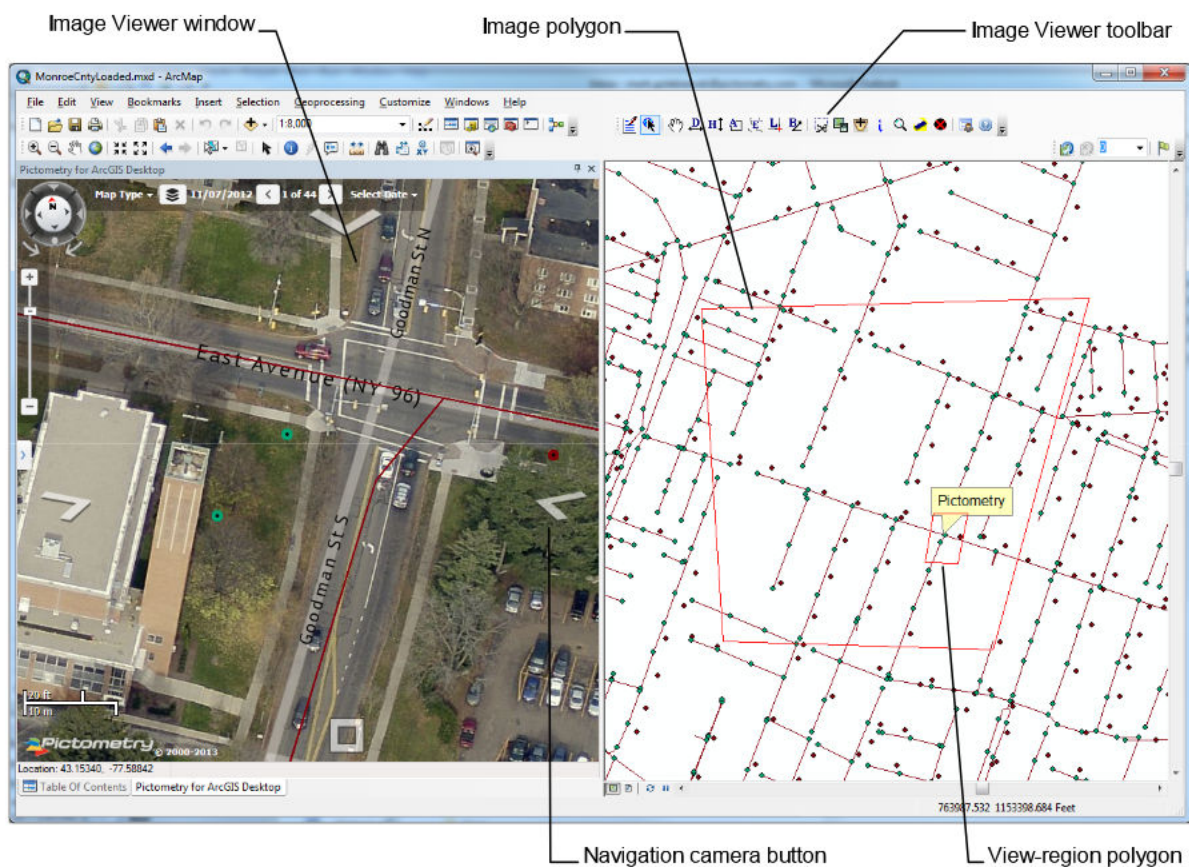


Figure 3: The Image Viewer window.

To dock or undock the Image Viewer window:

- 1 With the mouse pointer, grab the top edge of the window (if docked) or the title bar (if undocked), and drag it to another spot on the screen.

Note: When near another docked part of the screen, the window will automatically try to attach (dock) to the other area. To prevent the window from docking, hold down the **CTRL** key until you decide where to locate the window.

- 2 Release the mouse button. If you're trying to dock the window, release the CTRL key. (The window will not dock as long as CTRL is held down.) If it's not near a docked area, the window floats on the ArcGIS Desktop application.

To close the Image Viewer window:

- ☐ Click its Close button (**X**).

Viewing images

To view images in the Image Viewer window, click the **Search Image Tool** and then click a location in your map. The Image Viewer window shows the best north-up image for the location you clicked. (If there are no north-up images, then the best available image is displayed.) The image displays any line, point, and polygon layers currently displayed on your ArcGIS Desktop map.

The image polygons and current location marker

When you open an image in the Image Viewer window, the Pictometry extension displays two polygons on the map in the ArcGIS Desktop data frame.

- ☐ **view-region polygon** (footprint of the area currently visible in the Image Viewer window)
- ☐ **image polygon** (footprint of the entire image)

These polygons help you stay oriented between the image in the Image Viewer window and the map in the data frame.

The extension also displays a **current location marker** in the data frame. The current location marker indicates the location you are currently viewing in the Image Viewer window. If you click a new location in the image (or use the Search Image Tool to navigate to a different location), the extension updates the current location marker on the map.

Viewing images

The following map shows the image polygon, the view-region polygon, and the current location marker.

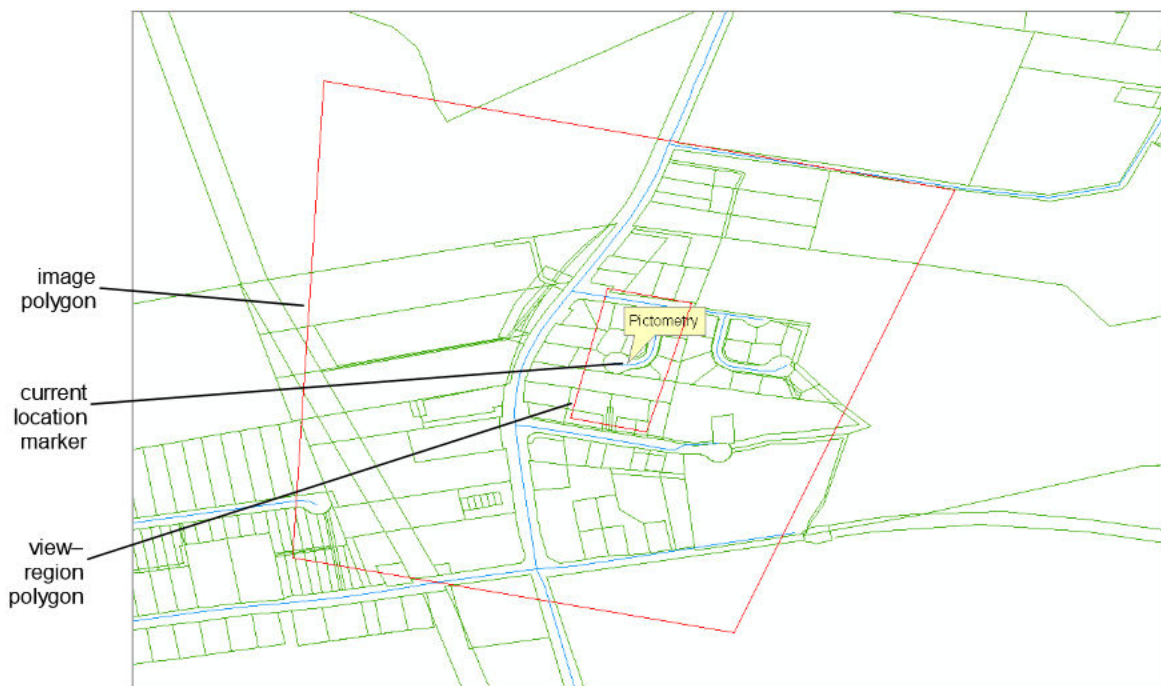


Figure 4: Image polygon, current location marker, and view-region polygon in the data frame.

Synchronization

Depending on how your application is set up, if you click a new location in the image or navigate to a different location, the extension moves the current map to the same location, so the image and map are always synchronized. (You can change how the image and map are synchronized or turn off synchronization on the Settings dialog box. See page 18 for other options.)

Viewing a different image of the same area

If more than one image of the same (or similar) orientation is available for the current scene, you can swap the current image for another. The Pictometry extension keeps a list of available images. The Image Viewer window shows how many images are in the list, as well as which of the images is currently in view. (For example, “1/5” means the first image of 5 is in view.)

To view a different image of the same area:

Use the left and right arrow buttons.



A different image of the same scene, taken from the same direction opens.

Note: At the end of the list, the Next image button retrieves the first image in the list. At the beginning of the list, the Previous image button returns the last image in the list.

Panning images

Viewing from a different direction

While viewing an image, you can easily view the current scene from a different direction—north, south, east, west, and orthogonally (straight down). **Navigation Arrow** buttons (semi-transparent arrows at the edges of the image) let you view north-up, east-up, south-up, west-up, and orthogonal views.



Figure 5: Navigation Arrow buttons (View from East, and View Ortho).

Click the Navigation Arrow button that corresponds to the desired orientation.

Hint: Move your mouse over the button to see which side of its image will be up (at the top of the Pictometry Image Viewer window). For example, if you want to see the current scene from the south (a north-up image), find the arrow whose tool tip shows the word "North".

An image of the desired orientation opens in the Image Viewer window.

Zooming in and out

Zooming in and out allows you to view images taken at different shot levels. Pictometry images are shot at two different levels: Neighborhood and Community. **Neighborhood** images are taken from a lower altitude, allowing you to focus in on details, such as fire hydrants or building heights. **Community** images are shot at a higher altitude to show more geographic area. Community images are helpful for locating and navigating to points of interest.

You'll use the Zoom slider to zoom in or out.

To zoom in or out:

Do either of the following:

- ☐ To change the zoom incrementally, either drag the Zoom Slider, or click its minus sign (-) to zoom out and its plus sign (+) to zoom in.
- ☐ To jump directly to a Neighborhood or Community image, move the mouse to the right of the Zoom Slider until the Zoom Shortcuts (icons) appear. Click the icon for the image level you want to zoom to.

Panning images

The Pan tool lets you see a different part of an image by dragging your mouse. When you pan to the edge of an image, the application automatically displays the next adjacent image.

If the "synchronize map and image to each other" option is selected (on the Display tab of the Settings dialog box), the map and the Pictometry image automatically stay synchronized on the same geographic area when you pan.

To pan the image:

- 1 If not already active, click the **Pan Tool**.
- 2 Drag the image in the desired direction, then release the mouse button.

Searching for images by street address

Panning while a tool is active

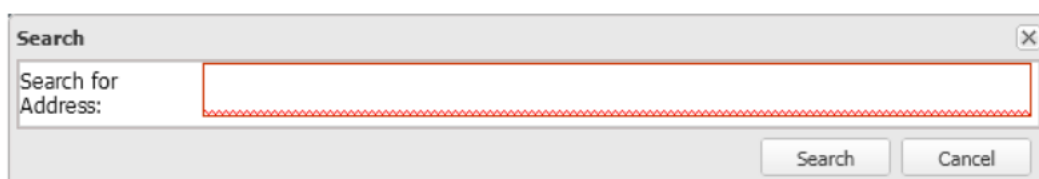
You can easily pan the current image while a measurement tool is active by simply holding down the left mouse button and dragging the image. When you release the mouse button, the tool that was active before you panned is still selected, so you can continue to use that tool without having to click it again.

Searching for images by street address

You can search for images by a street address in a specific city by entering the address, city, state, and zip code as search criteria. But you can also search more generally for that address to find it in multiple cities by leaving the city, state, or zip code out of the search criteria you enter. Alternatively, you can enter lat/long coordinates to search for images that show that location.

To search by street address:

- 1 Click the **Search an Address** toolbar button. The Search dialog opens.



- 1 Type the search criteria (the partial or complete street address).
- 2 Click **Search**.

What happens next

If ...	This happens ...
The address is found	The Image Viewer window displays an image that shows the location of the address you typed.
The application cannot find an image that shows that address.	No image appears and the message "No matching images found" is shown in the Status bar. Explanation: The address might be outside the area for which you have image coverage.
You entered a partial address	The Image Viewer window displays the center of the geographic area in which that address is located. For example, if you entered a zip code only, you'll see the center of the geographic area that has that zip code.

Tips for better search results

You might get better results when searching if you use more commas between the parts of the address than you would normally use.

For example:

Instead of **"Apt. B 123 Main Street, Anywhere, NY"**
Enter this **"Apt. B, 123, Main Street, Anywhere, NY"**

Searching by location

To search by location:

- 1 Click the **Search an address** button in the toolbar. The Search dialog opens.
- 2 Type the lat long coordinates of the location you wish to search for. (See the following guidelines.)
- 3 Click **Search**.

Guidelines for entering coordinates:

- ☐ Enter the latitude and longitude as degrees. Example: 43.067112,-77.643156
- ☐ Enter a comma between latitude and longitude. Do not use a slash (/).
- ☐ Do not use the symbol for seconds (') or the symbol for minutes (").
- ☐ Enter only one space between degrees minutes and seconds. (More than one space is considered invalid.)

Viewing GIS layers on your imagery

You can view GIS layers that are listed in the Image Viewer Layers list on your imagery.

To view Pictometry GIS layers:

- 1 Click the Layers button  in the Image Viewer window.
- 2 Select the checkboxes for the layers you wish to view.

If you have layers visible in the ArcMap map, you can also view those layers on your images.

To view layers shown on the ArcGIS map:

- 1 Click the **Pictometry Connect Settings** button on the Pictometry toolbar.
- 2 On the Settings dialog, click the **Display** tab.
- 3 In the "Vector overlays on Image" section, select or clear the buttons and checkboxes, as desired.
 - To overlay all visible elements, select **Overlay all Elements**.
 - To overlay only selected elements, select **Overlay Selected Elements**. Then use the ArcGIS Desktop Selection Tool to highlight the elements on the map. Those elements will be drawn on the Pictometry images.

The overlays are drawn in the same color as the layer in the map.

Using the measurement tools

The Pictometry extension offers various tools for measuring what you see in an image. For example, you can measure the distance between two points, the elevation of the terrain, building heights, bearing, area, perimeter, and the coordinates of a point. After measuring, you'll see the measurements on the image in the Image Viewer window.

Before using the measurement tools, be sure that the unit of measure is set as desired.

Changing units of measure

To change units of measure:

- 1 Click the **Pictometry Connect Settings** button on the Pictometry toolbar. The Pictometry for ArcGIS Desktop Settings dialog opens.
- 2 Click the desired units: **Meters** or **Feet**.
Your changes remain in effect until you change units again.

Measuring distance and perimeter

Use the Distance tool to measure the distance between two or more points in one or more images, and to measure perimeter—the distance around the outside edge of any object.

To measure distance or perimeter:

- 1 Click the **Distance Tool**.
- 2 Click the point at which to start measuring.
- 3 (Optional) Click multiple points to measure multiple segments.
- 4 Double-click where you want to stop measuring.

Measuring height

Use the Height Tool to measure the height of an object in an Oblique image. (Because Orthogonal images are captured straight down, the Height Tool does not apply to them.)

To measure height:

- 1 Click the **Height Tool**.
- 2 To measure from the ground up, click the ground point of the object to be measured.
To measure from the top down, click the top point of the object to be measured.
- 3 Double-click where you want to stop measuring.

Measuring area

The Area Tool lets you measure the area of any shape, whether it has curved or straight sides.

To measure the area of a shape:

- 1 Click the **Area Tool**.
- 2 Click the desired starting point.
- 3 Outline the shape to be measured, by clicking points on its perimeter.
- 4 When you've outlined the entire shape, double-click to end the measurement.

Using the measurement tools

Measuring elevation

Use the Elevation Tool to measure the elevation (height above sea level) of a location in an image.

To measure the elevation:

- Click the **Elevation Tool**, then click the point whose elevation you want to measure.

Viewing the coordinates of a location

Use the Location Tool to view the coordinates of a location in an image or map.

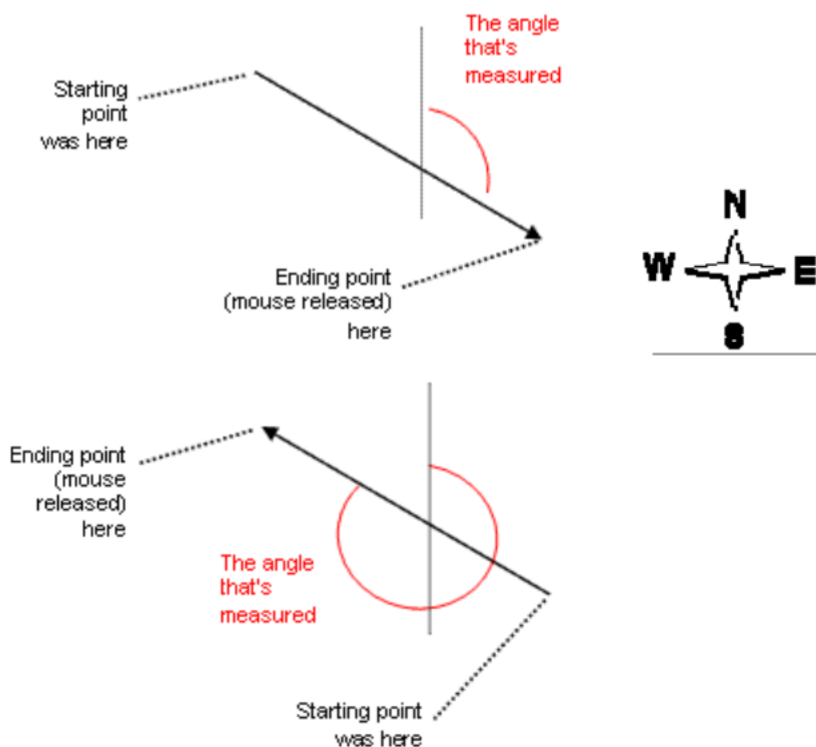
To view a location's coordinates:

- 1 Click the **Location Tool**.
- 2 Click the desired location in the image.
The current location marker moves to the new location on your map.

Note: For Oblique images, click nearby the base of buildings for more accurate coordinates.

Measuring bearing and angles

Use the Bearing tool to measure the bearing of a line or the angle formed by the intersection of two lines in an image. How you draw the line is important, as shown in the following illustrations:



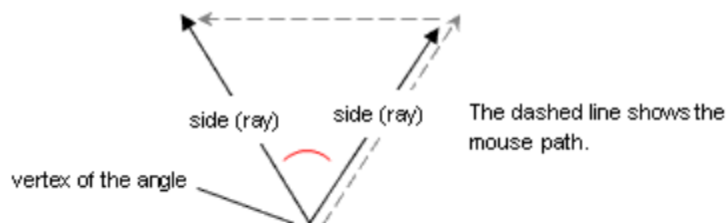
Extracting images

To measure bearing:

- 1 Click the **Bearing Tool**.
- 2 Click the starting point.
- 3 Double-click the ending point.

To measure an angle:

- 1 Click the **Bearing Tool**.
- 2 Click the starting point (the vertex of the angle).



- 3 Double-click the end point of the second ray of the angle.

Extracting images

To export only a portion of the image shown in the Image Viewer window, you'll draw a rectangle around that part of the image with the Extract Tool. The rectangle defines the part of the image to be extracted.

If you're exporting an Ortho image, it is saved as a Geotiff file.

Before extracting

Before you extract an image, set up image extraction defaults on the Pictometry for ArcGIS Desktop Settings dialog.

To set up extraction defaults:

- 1 Click the **Pictometry Connect Settings** button on the Pictometry toolbar.
- 2 On the Settings dialog, click the **Options** tab.
- 3 Select a default file format from the File type list.
- 4 *(Optional)* Select or clear the checkboxes for removing the compass, overlays, and shot date, as desired.

How to extract an image

To extract a portion of an image:

- 1 Click the **Extract Tool**.
- 2 Click one corner of the rectangle that will define the region to be extracted.
- 3 Click the corner that is diagonally opposite to the first corner.
- 4 Save the file to your hard drive and note the name of the folder to which the file was saved. (Your browser might automatically save the file to the "Desktop" folder, or it might allow you to navigate and choose the folder to download the file to.)

Identifying GIS layers

If you have access to GIS data for your imagery, you can identify all GIS layers within a region by drawing a rectangle around that region in the image. All GIS objects within or touching the boundary of that region are outlined and shaded in color.

Note: To identify GIS layers, you must have access to GIS data for your imagery.

To identify GIS data within the Pictometry extension:

- 1 Click the **Identify Tool**.
 - 2 In your image, click one corner of the rectangle that will define the region to be identified.
 - 3 Click the corner that is diagonally opposite to the first corner.
- The Identify Results window (or windows) appears and displays the data.

Why do I see two Identify Results windows?

If Pictometry street or parcel layers are turned on (in the Image Viewer window's Layers list), those layers can be identified in addition to any layers in the ArcGIS Desktop data frame. Results from Pictometry layer data appear in a separate Identify Results window from that of ArcGIS layer data.

Adding images to the ArcGIS Desktop data frame

You can add Pictometry Ortho and Oblique images (PSI files) to the ArcGIS Desktop data frame by using the **Add Image to Map** button. This allows you to use ArcGIS Desktop features with a Pictometry image.

Note: Although you can add up to 25 images, adding more than a few images may adversely affect ArcGIS Desktop performance.

Adding an image using the Add Image to Map button

Use the **Add Image to Map** button to automatically locate the Ortho and Oblique images that correspond to a point you click on the map. This method allows you to view an image before adding it and adds only one image at a time to the data frame. You can add up to 25 images to the data frame.

Use the following procedure to add an image to ArcGIS Desktop by using the **Add Image to Map** button.

To add an image to ArcGIS Desktop:

- 1 Pan to the area of interest in the ArcGIS Desktop data frame.
 - 2 Click the **Search Image Tool**, then click the point of interest in the ArcGIS Desktop data frame. The corresponding image opens in the Pictometry Image Viewer window.
 - 3 If the Oblique image is not the one you want to add, repeat Step 2 or use the Navigation Arrows to select a different image until you have found the Pictometry image you want to add to ArcGIS Desktop.
 - 4 Click **Add Image to Map**. The corresponding Oblique or Ortho image opens in the ArcGIS Desktop data frame and is added to the Table of Contents.
- You can now use ArcGIS Desktop tools with the Pictometry Oblique image.

Note: An error message appears if you try to add more than the limit of 25 images.

Extension settings

The Pictometry extension has various properties that affect searching for and viewing images. Clicking the Pictometry Connect Settings button causes the Pictometry for ArcGIS Desktop Settings dialog to appear. From this dialog you'll set various options such as units of measure and image display options.

Note: The settings are updated when you click **Ok**. There is no need to restart ArcGIS Desktop.

The Pictometry for ArcGIS Desktop Settings dialog

Setup tab

The Setup tab allows you to set up a license file, if you have a custom Pictometry license.

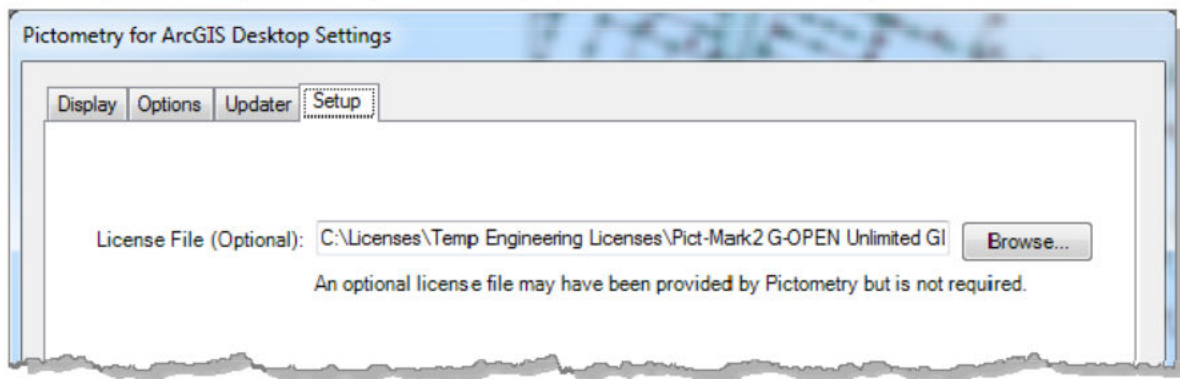


Figure 6: Setup tab.

Display tab

You'll use the Display tab to set up various options that affect how images are displayed and how labels appear in your ArcGIS Desktop data frame.

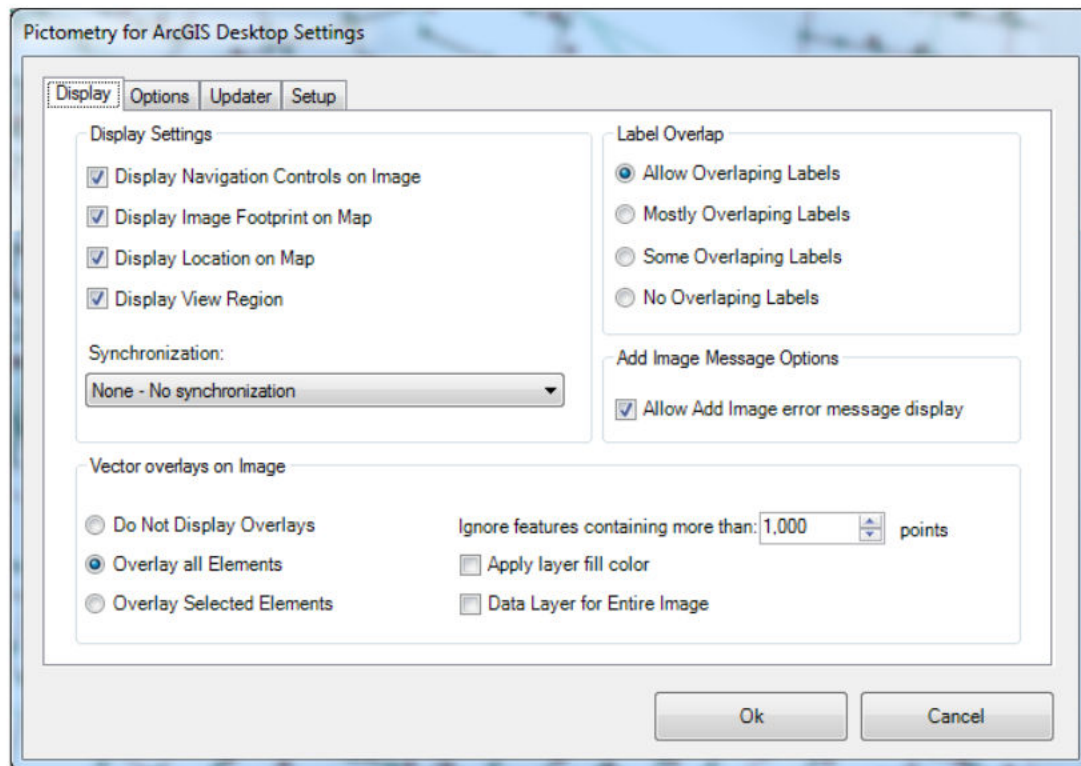


Figure 7: Display tab.

The Display tab contains the following options.

In this field ...	Do this ...
Display Navigation Controls on Image	Select this option if you want
Display Image Footprint on Map	Select this option if you want an image polygon to be shown on the map. The image polygon represents the footprint of the image in the Image Viewer window.
Display Location on Map	Select this option if you want the current location marker to be shown on the map. The current location marker corresponds to the red crosshair in the Image Viewer window.
Display View Region	Select this option if you want a view-region polygon to be shown on the map. The view-region polygon represents the part of the image that is currently visible in the Image Viewer window.

In this field ...	Do this ...
Synchronization	<p>Select one of these options for synchronizing the map and Pictometry image.</p> <p>None - No synchronization — Does not synchronize the workspace and the image to each other when one is moved or panned.</p> <p>Rotate Map to Image Footprint — Automatically rotates the map to match the orientation of the image in the Image Viewer window. For example, if your image is south-up (taken from the north), selecting this checkbox causes the extension to rotate the map so it is south-up.</p> <p>Zoom Map to Image Footprint — Automatically magnifies the map to show the area within the Pictometry image footprint.</p> <p>Synchronize Image to Current Map Location — Automatically synchronizes the Pictometry image to match the center of the map as the map is moved.</p> <p>Synchronize Map to Current Image — Automatically synchronizes the center of the map to match the center of the Pictometry image, as the image is panned.</p> <p>Synchronize Map and Image to one another — Causes the map and the Pictometry image to automatically stay synchronized on the same geographic area when you pan either one.</p>
Label Overlap	<p>Select the preferred density for showing ArcGIS Desktop labels in the ArcGIS Desktop data frame. "Allow Overlapping Labels" causes all feature labels <i>within</i> the Pictometry image polygon <i>to be shown</i> on the map. "No Overlapping Labels" causes all feature labels within the Pictometry image polygon <i>to be hidden from view</i> on the map. Less overlapping makes the Pictometry location marker and image polygons easier to see in the ArcGIS Desktop data frame.</p>
Allow Add Image error message display	<p>Select this option if you want an error message to appear whenever you attempt to add an image after having reached your limit for adding images.</p>
Vector overlays on Image	<p>Select how you want vector overlays displayed on Pictometry images.</p> <p>If you choose to display overlays, the vectors are drawn in the same color as the layer in the map. To overlay selected elements, use the ArcGIS Desktop Selection Tool to highlight the elements on the map. Those elements will be drawn on the Pictometry images as well.</p>
Ignore features containing more than <XXX> points	<p>Very large polygons can take a long time to draw on the Pictometry image. This option allows you to ignore very large polygons when displaying overlays on Pictometry images. The value can be anywhere from 10 points to 10,000 points, with a default value of 1,000.</p>

Options tab

You'll use the Options tab to set the units of measure in which measurements are shown, extract image options used by the Extract Tool, and options for displaying Pictometry layers on images.

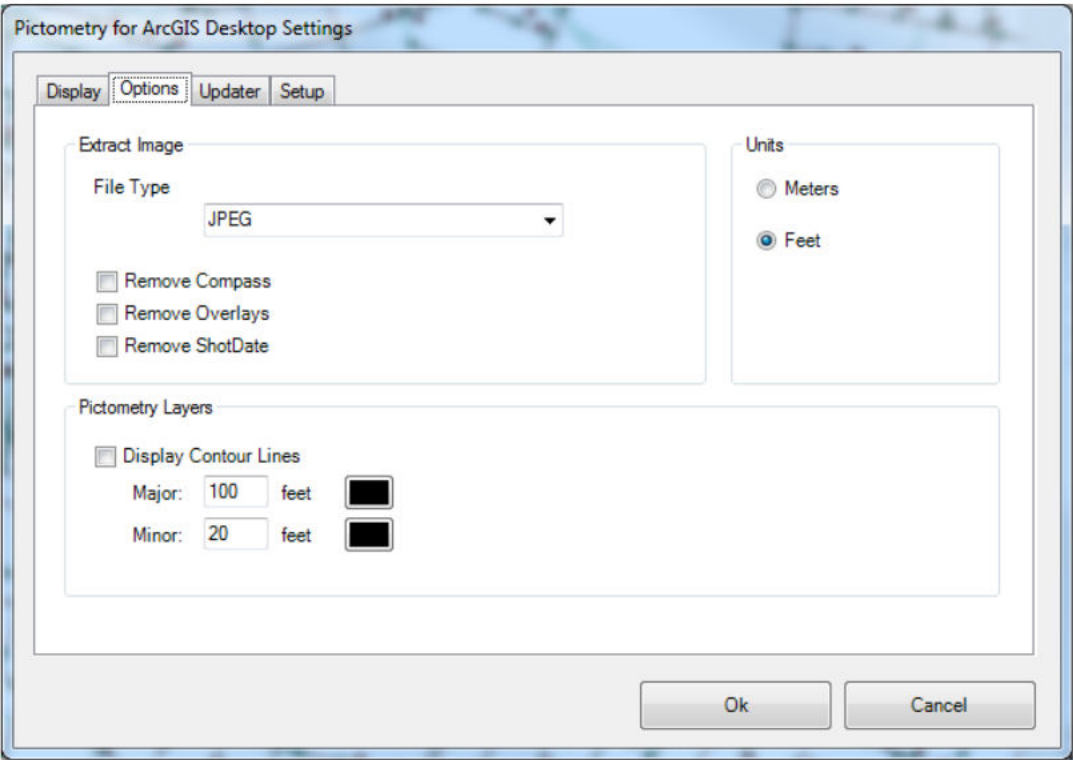


Figure 8: Options tab.

The Options tab contains the following options.

In this field ...	Do this ...
File Type	Select the format in which to save the extracted image.
Remove Compass	Select this option if you do not want a compass overlaid on the extracted image.
Remove Overlays	Select this option if you do not want overlays on the extracted image.
Remove ShotDate	Select this option if you do not want the shot date overlaid on the extracted image.
Units	Select the unit of measure in which measurements should be displayed.
Display Contour Lines	Select this option to view contour lines on your images. You can also change the distance between major contour lines and between minor contour lines, if desired.

Sending feedback

Updater tab

You'll use the Updater tab if you want to turn on or off the automatic checking for updates. (By default, the Updater is turned on.) You can also check for updates from this tab.

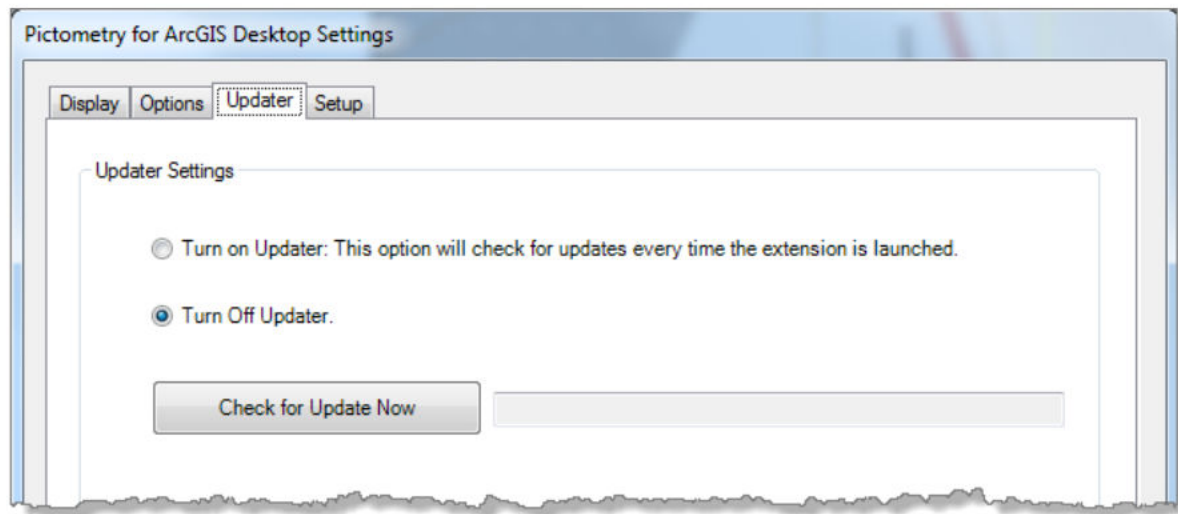


Figure 9: Updater tab.

Sending feedback

Your feedback is important. If you find errors in this guide, or if you have comments about it, we would like to know. Please email documentation@Pictometry.com.

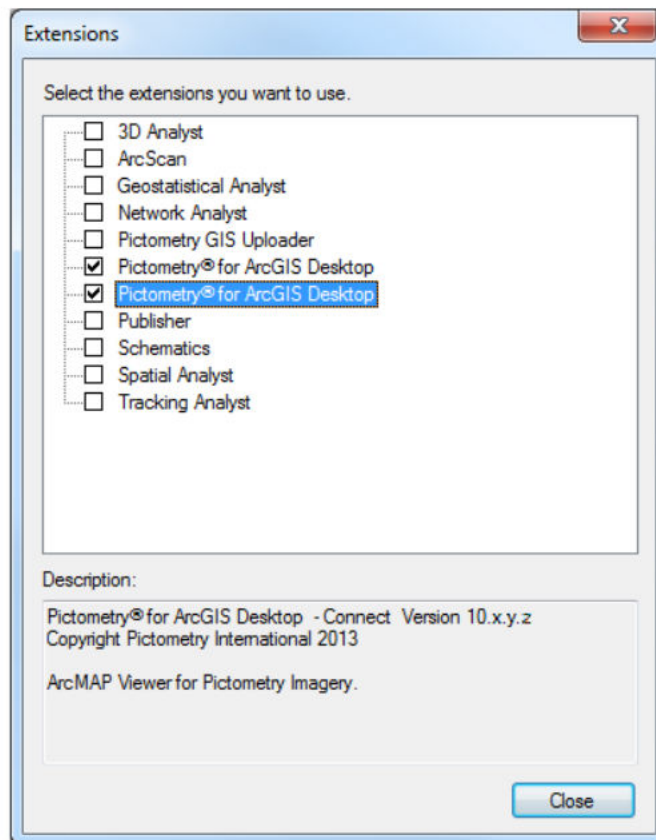
To provide feedback about the Connect extension, click **Feedback** and complete the feedback form. Use this form to provide feedback when you do not need a response or technical support.

If you need technical support, please follow the normal customer support process so that we can handle your questions or problems as quickly as possible. Thank you!

Viewing the version number

To view the Pictometry extension version number:

- 1 Choose (ArcGIS Desktop) **Customize** > **Extensions**. The Extensions dialog opens.



- 2 Click **Close**.

Troubleshooting

Tip: When an error message is displayed, you can hover the mouse over the status bar to reveal a more detailed error description. Hovering the mouse over the message in the status bar sometimes opens a text bubble with additional information about the error, such as the specific cause of the failure.

Problem	Explanation
Toolbars and windows are not visible when the extension is opened, or ArcGIS Desktop fails to open.	<p>The startup position of toolbars, windows, and other ArcGIS Desktop components is defined in the "Normal.mxt" file. Occasionally toolbars and windows may not be visible due to this startup document template (Normal.mxt). Generally the solution to these kinds of problems is to delete this file and let ArcGIS Desktop re-create a new default Normal.mxt file.</p> <hr/> <p>Tip: Re-name or make a backup copy of the file before deleting it.</p> <hr/> <p>On XP computers, "Normal.mxt" is located in "C:\Documents and Settings\<USER>\Application Data\ESRI\ArcMap\Templates". On Windows 7 computers, "Normal.mxt" is located in "C:\Users\<USER>\AppData\Roaming\ESRI\Desktop10.2\ArcMap\Templates"</p>
The error message "No matching images found" appears.	<p>You clicked the Search Image Tool and clicked your map in the ESRI data frame, but no image appears in the Image Viewer window and the message "No matching images found" appears on the Status Bar.</p> <p>You might not have available images for the area you clicked</p> <p>-or-</p> <p>You may have clicked the map outside of the region covered by your images.</p>

Updating the Pictometry extension

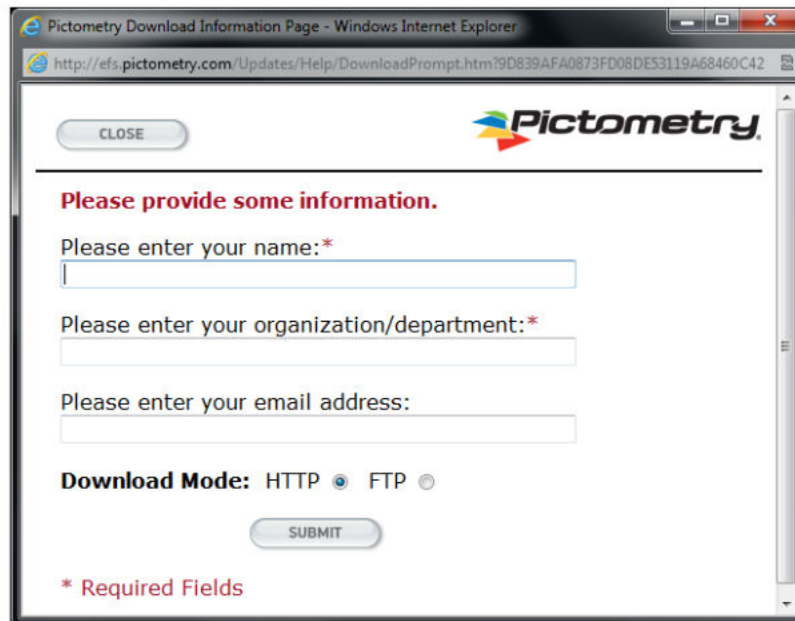
If "Turn on Updater" is selected on the Updater tab of the Pictometry for ArcGIS Desktop Settings dialog, the Pictometry extension automatically checks for updates when you open the extension. If any updates are found, a dialog opens and lists any new releases that are available.

To update the extension immediately, click the link in the dialog. (See the following procedure.) To update the extension later, simply close the dialog (click OK or click the "X"). If you don't update immediately, the dialog will appear again the next time you open the extension.

Note: To disable the automatic check for updates, click the **Pictometry Connect Settings** button on the Pictometry toolbar and click **Turn off Updater** on the **Updater** tab of the Pictometry for ArcGIS Desktop Settings dialog.

To update the extension immediately:

- 1 Click the link in the "New Version Available" dialog. The Pictometry updates page opens in a browser window.
- 2 From the list of software titles, select the name of the software you want to update.
- 3 In the Download column, click the link that corresponds to the version you want to download. The Pictometry Download Information Page opens.



- 4 Type the requested information and choose a mode for file transmission (HTTP or FTP). Then click **Submit**.

Note: You should choose a mode based on which protocol is available in your environment. For example, to use FTP, you'll need the appropriate file transfer software on your computer. If you are unsure of which mode to choose, see your System Administrator.

- 5 Save the file to your hard drive and note the name of the folder to which the file was saved. (Your browser might automatically save the file to the "Desktop" folder, or it might allow you to navigate and choose the folder to download the file to.)
- 6 When the download is complete, close any open download dialogs.
- 7 Exit the software if you want to install the update right away.
After exiting, you can run the downloaded file at any time to install the updates. After opening the file, follow the installation instructions, which start on page 2.

Note: When you install a new release of the extension, the installation program replaces the current software with the new release.
